

FIG. 1A

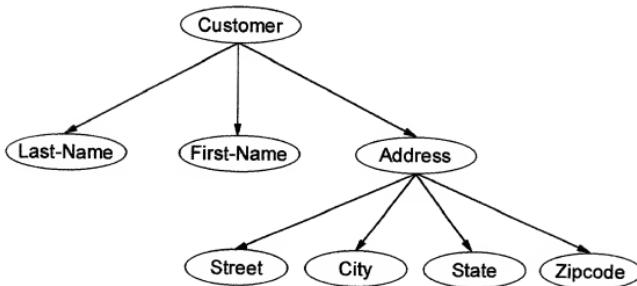


FIG. 1B

```
<CUSTOMER>
<LAST-NAME>Jones</LAST-NAME> <
FIRST-NAME>David</FIRST-NAME> <
ADDRESS>
<STREET>8008 Greely Ct.</STREET> <
CITY>Anytown</CITY> <
STATE>Virginia</STATE> <
ZIPCODE>12345</ZIPCODE>
</ADDRESS>
</CUSTOMER>
```

FIG. 2

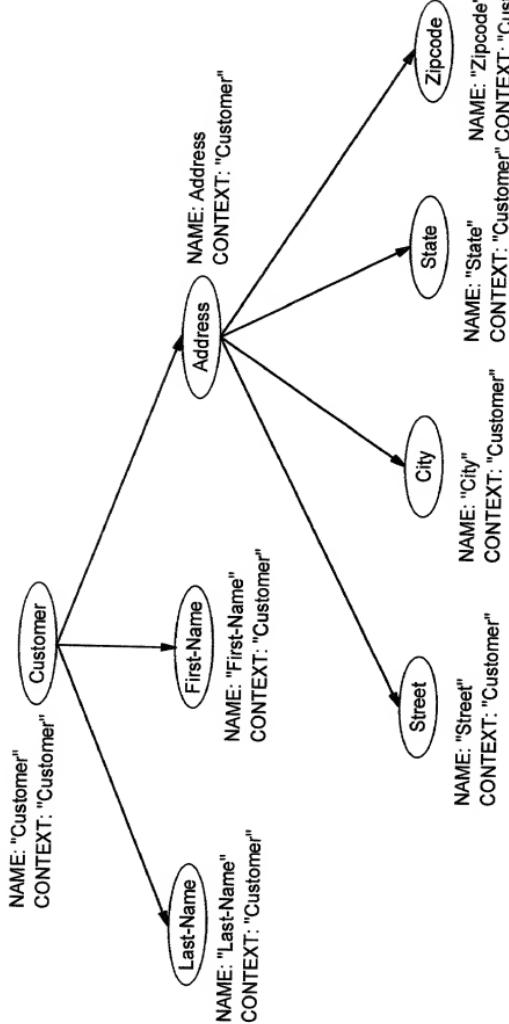


FIG. 3

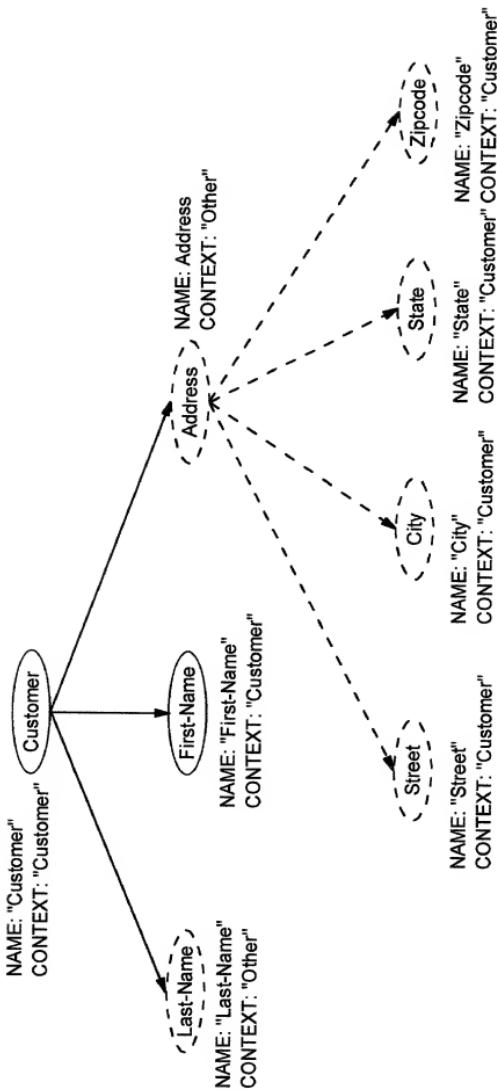


FIG. 4

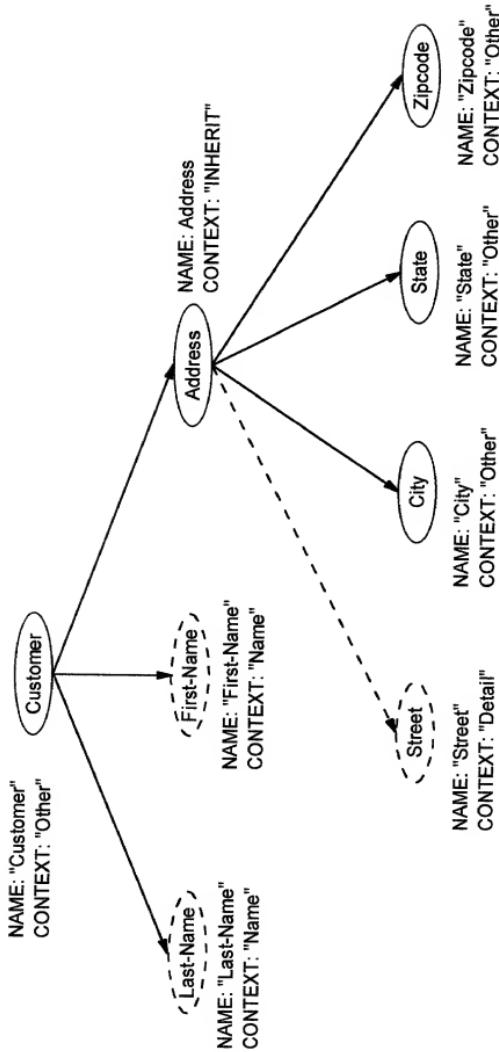


FIG. 5A

```

<BOOK NAME="USERGUIDE" CONTEXT="NOVICE">
  <CHAPTER1 NAME="EASY HELP" CONTEXT="NOVICE">
    <PAGE NAME="PAGE1"/>
    <PAGE NAME="PAGE2"/>
  </CHAPTER1>
  <CHAPTER2 NAME="ADVANCED HELP" CONTEXT="EXPERT">
    <PAGE NAME="PAGE3"/>
    <PAGE NAME="PAGE4"/>
  </CHAPTER2>
</BOOK>

```

FIG. 5B

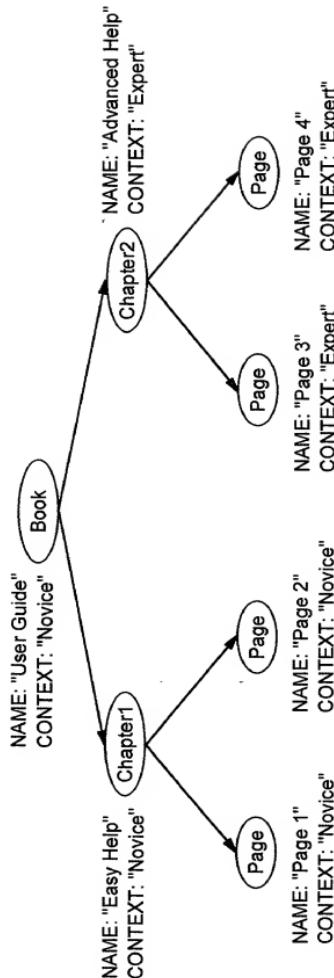


FIG. 5C

```
<BOOK NAME="USERGUIDE" CONTEXT="NOVICE">
  <CHAPTER1 NAME="EASY HELP" CONTEXT="NOVICE">
    <PAGE NAME="PAGE1"/>
    <PAGE NAME="PAGE2"/>
  </CHAPTER1>
</BOOK>
```

FIG. 6A

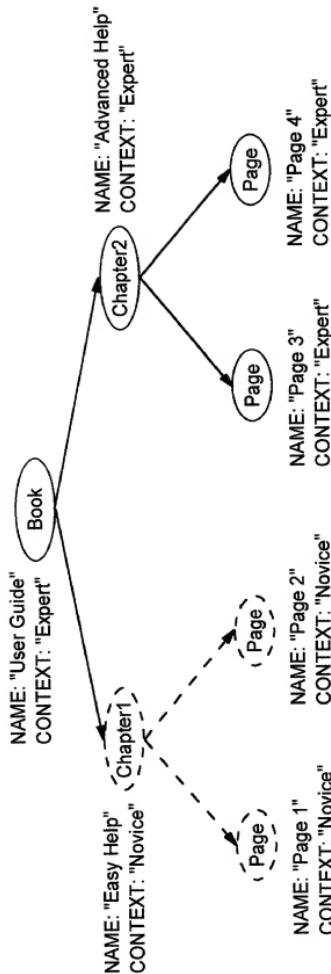


FIG. 6B

```

<BOOK NAME="USERGUIDE" CONTEXT="EXPERT">
  <CHAPTER2 NAME="ADVANCED HELP" CONTEXT="EXPERT">
    <PAGE NAME="PAGE3"/>
    <PAGE NAME="PAGE4"/>
  </CHAPTER2>
</BOOK>
  
```

FIG. 7A

```

<BOOK NAME="USERGUIDE" CONTEXT="">
  <CHAPTER1 NAME="XP10 YZ9T" CONTEXT="NOVICE">
    <PAGE NAME="PAGE1"/>
    <PAGE NAME="PAGE2"/>
  </CHAPTER1>
  <CHAPTER2 NAME="HYM7N40P SQ64" CONTEXT="EXPERT">
    <PAGE NAME="PAGE3"/>
    <PAGE NAME="PAGE4"/>
  </CHAPTER2>
</BOOK>

```

FIG. 7B

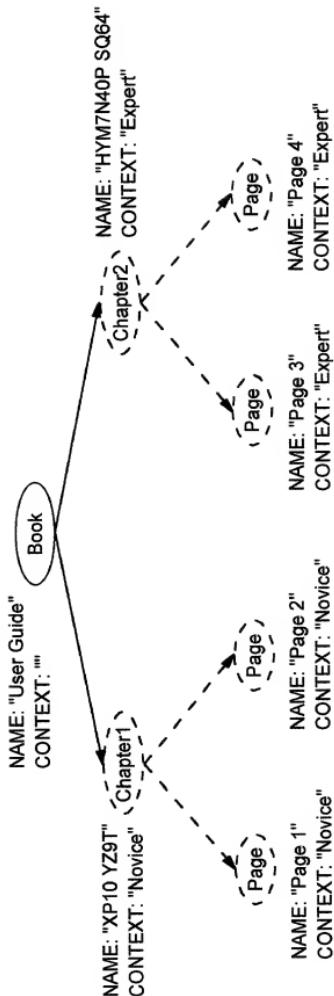


FIG. 8A

```

<BOOK NAME="USERGUIDE" CONTEXT="NOVICE">
  <CHAPTER1 NAME="EASY HELP" CONTEXT="NOVICE">
    <PAGE NAME="PAGE1"/>
    <PAGE NAME="PAGE2"/>
  </CHAPTER1>
  <CHAPTER2 NAME="ZXTEL92G7 FN46" CONTEXT="FLO92F">
    <PAGE NAME="PAGE3"/> HIDDEN
    <PAGE NAME="PAGE4"/> HIDDEN
  </CHAPTER2>
</BOOK>

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FIG. 8B

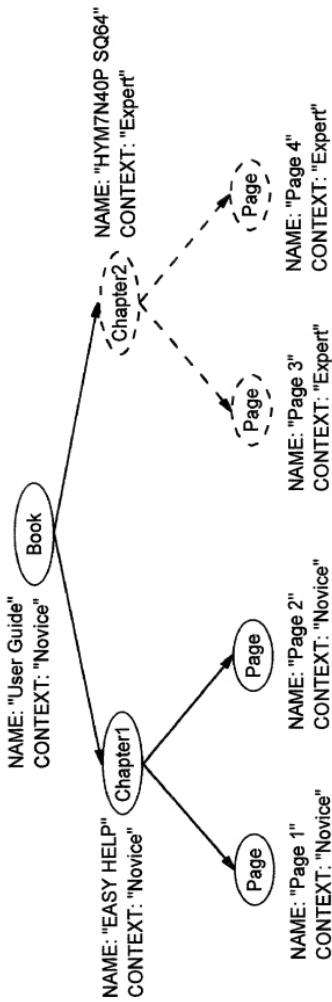


FIG. 9A

```
<BOOK NAME="USERGUIDE" CONTEXT="EASY HELP">
  <CHAPTER NAME="FIRST CHAPTER" CONTEXT="EASY HELP">
    <PAGE NAME="PAGE1"/>
    <PAGE NAME="PAGE2"/>
  </CHAPTER>
  <CHAPTER NAME="FIRST CHAPTER" CONTEXT="ADVANCED HELP">
    <PAGE NAME="PAGE3"/>
    <PAGE NAME="PAGE4"/>
  </CHAPTER>
</BOOK>
```

FIG. 9B

